



Accessibility Plan and Feedback Process

GRH-6142-M-AP

Revision 3
26 May 2026



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1. General

1.1 INTRODUCTION

Canadian North is committed to providing accessibility to all from flight booking to destination. This accessibility plan and additional information about Canadian North accessibility services are available online at www.canadiannorth.com.

1.2 Recourse Available to Passengers with Disabilities

For any requests, questions, feedback or complaints regarding our disability assistance service, please email accessibility@canadiannorth.com

We review all complaints and concerns promptly and respond as quickly as reasonably possible. Some complaints, suggestions or recommendations may, however, require more time and effort to address. Normally, a full response and explanation will be given within 30 days or as soon as reasonably possible.

The person designated to receive feedback on behalf of Canadian North:

Tanya Freeman
Director Quality Control and Safety
tfreeman@canadiannorth.com

Mailing Address:

Director Commercial Operations Support
Canadian North
100 Thad Johnson Private
Ottawa Ontario
K1V0R1

Email:

accessibility@canadiannorth.com

Phone:

613-297-6371

Anonymous:

<https://app.integritycounts.ca/org/canadiannorth>

How to request alternate formats: You can use the contact information listed above to ask for a copy of our feedback process description, or our progress report in these alternate formats: print, large print, Braille. This may take up to 45 days.



1.3 ABOUT THE ATPRR

The Accessible Transportation Planning and Reporting Regulations (ATPRR), created under the authority of the Accessible Canada Act (ACA), came into force on December 13, 2021.

1.4 ACCESSIBLE TRANSPORTATION PLANNING AND REPORTING REGULATIONS (ATPRR)

The ATPRR require that Canadian North as a transport service provider (TSP) have requirements related to planning, reporting, and feedback processes in order to identify and remove barriers, and prevent new barriers.

The ATPRR require that Canadian North publish and maintain an Accessibility Plan outlining the organization's policies, programs, practices, and services that are in place.

This includes considerations for:

- Information and communication technologies (ICT), such as making information available in multiple formats and/or compatible with adaptive technologies;
- Communications, such as interactions with the public;
- The procurement of goods, services, and facilities;
- The design and delivery of programs and services;
- Transportation;
- The built environment, including requirements for the physical space, signage, etc.;
- Provisions of CTA accessibility-related regulations; and
- Consultations.

Canadian North updates its Accessibility Plan and Feedback Process every three years, with yearly progress reports.

The following principles are considered in the Canadian North accessibility plan:

1. All persons must be treated with dignity and respect regardless of their disabilities;
 2. All persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities;
 3. All persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;
 4. All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
 5. Laws, policies, programs, services and structures must take into account the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons; and
 6. Persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures.
 7. Accessibility standards and regulations must be made with the goal of achieving the highest level of accessibility.
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2. Information and Communication Technologies (ICT)

2.1 ALTERNATE MEDIA

Canadian North provides itinerary information via email using the TripCase® program. Adding an email address to the Passenger Reservation generates the itinerary.

Reservations can be made via the Canadian North website, Phone Reservations Centre, any Canadian North airport location, or your local travel agency. Canadian North can also provide flight and itinerary information via SMS or voice sent to your computer pager or mobile phone.

2.2 ANNOUNCEMENTS

Announcement will be made to keep all passengers informed of flight status such as departure times, gate locations and any delays. If a passenger who is hard of hearing or cannot understand they may approach our agents for assistance. The announcement booklet has been translated in multiple languages and dialects as a guide.

2.3 WEBSITE

Canadian North is committed to making its website accessible through the use of adaptive technologies.

We ensure our website complies with the Web Content Accessibility Guidelines (WCAG), currently meeting Level AA of version 2.2.

Our website uses tools and technologies to improve accessibility:

- An **accessibility interface** that allows users to adjust the site's appearance and layout to meet their needs
- A background system that helps improve compatibility with **screen readers** and **keyboard navigation**

2.4 SCREEN READERS AND KEYBOARD USE

- Content is structured to help screen readers describe pages clearly
- Images include descriptions where possible
- The site can be navigated using keyboard keys like **Tab**, **Enter**, and **Arrow keys**
- Shortcuts are available to jump to menus, headings, forms, and other elements

2.5 ACCESSIBILITY PROFILES

Users can choose from preset profiles to quickly adjust the site for their needs, including:

- Vision support
- Cognitive support
- ADHD-friendly settings
- Screen reader compatibility



- Keyboard navigation support

2.6 ADDITIONAL ADJUSTMENTS

Users can also customize their experience by:

- Changing font size, spacing, and style
- Adjusting colors and contrast
- Reducing animations
- Highlighting important content
- Muting audio
- Using tools to help understand text

Canadian North will post its accessibility plan, feedback process, and progress reports on the website for public access and review.



3. Communication (other than ICT)

3.1 COMMUNICATION

Canadian North employees who interact with passengers in the course of carrying out their functions are trained to recognize:

- The nature of passenger's disability;
- Whether the passenger uses an assistive device to assist them to hear, see or communicate;
- Whether there are methods of communication that may be used by the passenger or that may assist with communication with the passenger, such as an augmentative or alternative communication system, sign language or clear, concise and plain language;
- Seeking information from a passenger with respect to their preferred method of assistance when providing physical assistance;
- Engaging in a conversation with a passenger if they identify the nature of their disability when making a reservation, for the purpose of identifying their needs in relation to their disabilities and the services offered by Canadian North in relation to those needs; and
- Describing, if requested, the services that Canadian North can provide to passengers, and any conditions in respect of those services.

Canadian North is responsible for ensuring that passengers with visual or hearing disabilities can receive publicly available information about the services or facilities (including equipment) in ways that are accessible to those travelers. This means offering that information in alternative formats – in addition to conventional print and video formats – such as:

- Accessible electronic formats;
- Large print;
- Audio formats;
- Braille;
- Providing information in clear, short sentences, and avoid speaking too fast;
- Break instructions into small parts;
- Ask the person if they would like key information in writing; and
- Consider moving to a quiet or private location, especially if you're in a public area with many distractions.

3.2 BRAILLE CARDS

Emergency procedures available on all Canadian North flights. Seat numbers are identified in Braille under the overhead bins.



4. Procurement of Goods, Services and Facilities

The Accessible Canada Act requires Canadian North to consider accessibility requirements for procurement and include accessibility as part of the provision of goods, services and facilities, where appropriate (e.g., accessible technology, materials and amenities).

Accessibility becomes a part of the procurement expectations on goods and services purchased and cultivate procurement practices that respect the inclusion of persons with disabilities.

To support this effort, the Accessibility Committee regularly meets with the Purchasing Department to review items intended for use at airports, ensuring they meet accessibility standards before acquisition.



5. Design and Delivery of Programs and Services

5.1 HR POLICY

Review and update Duty to Accommodate Policy every 3 years, as well as assess this Policy's continued suitability, adequacy and effectiveness and, where appropriate, develop and implement action plans to carry out its intent.

5.2 DUTY TO ACCOMMODATE

Ensure that employee accessibility and accommodation requests are addressed and reviewed on a regular basis, upon request by employees, and during annual performance reviews.

5.3 JOB POSTINGS

Remove accessibility barriers for job postings where possible.

Include accommodation request information and commitment to accessibility in job applications, when scheduling interviews, and at all stages during the recruitment process.

Increase outreach and collaboration with disability organizations, recruitment agencies and job boards for persons with disabilities, to increase promotion of employment opportunities in the disability community.



6. Transportation

When Canadian North enters into an agreement or arrangement with a service provider for the provision of ground transportation from the terminal, this agreement or arrangement should ensure that the transportation is accessible to persons with disabilities. This includes taxis, limousines, bus or rental vehicles.



7. Built Environment

Canadian North will provide wheelchairs and carry on / carry off wheelchairs at all locations served.

Passenger boarding ramps are available at the following locations:

- Ottawa
- Iqaluit
- Yellowknife
- Hay River
- Rankin Inlet

Where possible and available, Canadian North will use passenger boarding bridges.

7.1 ACTION PLAN FOR 2026-2028

Canadian North's long-term action plan for 2026-2028 based on recommendations during consultations

Review all the recommendations provided during consultation

- Inuit perspectives on accessibility
- Medical travel process for escorts, delays, boarding- Complexities of air travel in remote areas and infrastructure limitations
- Prioritize the Inuit language – Inuit sign language, wayfinding, braille
- Improve the feedback process by demonstrating how the changes are incorporated
- Shift towards a rights-based approach while maintaining the requirement for the regulations
- Results of review will be provided in the progress reports



8. Provisions of CTA Accessibility-Related Regulations

Canadian North is considered a large airline for the ATPDR.

Our organization has obligations under the ACA and ACR.

Relevant legislation and regulations are as follows:

- Accessible Canada Act (ACA)
- Canadian Accessibility Regulations (CAR)
- Accessible Transportation for Persons with Disabilities Regulations (ATPDR)
- Air Transportation Regulations, Part VII - for air carriers not covered by the ATPDR
- Personnel Training for the Assistance of Persons with Disabilities Regulations (PTAPDR)
- Accessible Transportation Planning and Reporting Regulation (ATPRR)

8.1 TARGET GROUPS FOR TRAINING

8.1.1 Commercial Operations

Customer Service Agents – Airports, Cargo Attendants and Station Agents that interact with the public, provide physical assistance, handle mobility aids and offer assistance with special equipment or aids.

8.1.2 Customer Call Centre

Customer Service Agents – interact with the public and inform the public of all services offered to our passengers.

8.1.3 In-Flight Services

In-Flight services employees – interact with the public, handle mobility aids and guide employees in the proper execution of transfers and lifts.

8.1.4 Other Principles

Canadian North's Policy is to meet the needs of passengers with disabilities and special needs by complying with all applicable Canadian Transportation Agency (CTA) Regulations and Guidelines.

A passenger with a disability will be treated with dignity, respect and courtesy at all times.

Canadian North will offer the following:

- No charge for mobility devices at check-in;
- Assist the person with registration at the check-in counter;
- Assist the person in proceeding to the boarding area;
- Assist the person in boarding and deplaning;
- Periodically inquire about the needs of the person who is in a wheelchair, is not independently mobile and is waiting to board an aircraft, and attend to those needs; and



- Allow the person, upon request, to board the aircraft in advance of other passengers, where time permits and where a person with a disability requests assistance in boarding or seating or in stowing carry-on baggage



9. Consultations

Following consultation with Nunavummi Disabilities Makinnasuaqtiit Society February to May 2026,

9.1 TRAINING PROGRAM REVIEW

Overall good program – some recommendations on terminology were provided. The training program will be updated to reflect these recommendations.

9.2 ACCESSIBILITY PLAN REVIEW

The plan demonstrates a strong commitment to meeting federal accessibility requirements and improving services for passengers with disabilities. It is well-structured and aligned with the Accessible Canada Act and related regulations, with clear transparency around policies, feedback mechanisms, and operational practices.

Through this review, key strengths have been identified, including improvements to mobility aid management, enhanced staff training in physical assistance and communication, and the provision of information in multiple accessible formats. Additionally, the development of internal processes such as accessibility-focused procurement practices and the establishment of an Accessibility Committee reflect a growing organizational awareness of accessibility as an ongoing priority.

Overall, these efforts provide a solid foundation to support more responsive, inclusive, and community-informed approaches moving forward.

9.3 RECOMMENDATIONS RECEIVED

- Embed Inuit-specific approaches and knowledge (Inuit Qaujimajatuqangit)
- Address systemic barriers related to medical
- Expand the transportation section to reflect northern realities
- Ensure equitable accessibility across all communities
- Enhance language accessibility
- Demonstrate how feedback information changes
- Adopt a more proactive and rights-based approach
- Expand training to include cultural competency and trauma-informed approaches

Canadian North will review each recommendation (more information) in the action plan section (8).